

ACTION PLAN for
FORT MONROE LODGING
January 2004

GOAL 1. Promote the standards of higher headquarters and Army Lodging regarding services.

STRATEGY. Define exceptional standards. Provide minimum half hour of training and discussion every other week on a subject that enhances staff skills and abilities.

LONG TERM OBJECTIVE. Produce highest quality guest service and work environment.

SHORT TERM OBJECTIVES.

- | | |
|--|-----------|
| 1. Rework Guest Services Directory and inserts | June 2004 |
| 2. Promote on post special events | Sep 2004 |
| 3. Encourage customer feedback from comment cards | Sep 2004 |
| (maintain data for Installation Status Review (ISR)) | |

GOAL 2. Pursue the standards of Army Lodging regarding operations.

STRATEGY. Continually compare current operations to written standards. Promote stewardship of government property.

LONG TERM OBJECTIVE. Achieve greater efficiency and effectiveness in operations. Build team strength. Provide individual improvement opportunities.

SHORT TERM OBJECTIVES.

- | | |
|--|----------|
| 1. Emphasize stewardship during room inspections and group learning sessions | Sep 2004 |
| 2. Attend at least one EEO event as a group | Sep 2004 |
| 3. Achieve budgeted goals | Sep 2004 |

GOAL 3. Exceed the standards of Army Lodging regarding facilities.

STRATEGY. Continually assess facilities, identify improvements, and seek correction, using most feasible means.

LONG TERM OBJECTIVE. Enhance the entire customer experience. Preserve the government's investment in historical facilities.

SHORT TERM OBJECTIVES.

- | | |
|---|-----------|
| 1. Review annual work plan | Sep 2004 |
| 2. Reassess facilities and pursue work requests | Sep 2004 |
| 3. Teach housekeeping techniques and standards | Sep 2004 |
| 4. Rework storage space for supplies | June 2004 |

POC: Karen Bowers, (757) 788-3596, bowersk@monroe.army.mil.